SECTION 3. STANDARD ARMY RETAIL SUPPLY SYSTEM-GATEWAY (SARSS-GW) SYSTEM AND FUNCTIONAL MANAGERS

3.1 SARSS-GW Managers. SARSS-GW has two types of managers: system and functional.

NOTE: Objective Supply Capability (OSC) has undergone a name change and is now called SARSS-GW. All references to OSC and gateway have been changed or refer to SARSS-GW.

a. System managers monitor and manage the SARSS-GW at their installation. Their general duties include:

(1) Directing the installation's SARSS-GW program.

(2) Monitoring the SARSS-GW security program.

(3) Maintaining the database tables.

(4) Documenting, troubleshooting, and initiating action to correct SARSS-GW problems.

(5) Helping the database administrator (DBA) control use of the SARSS-GW database.

(6) Providing standard or on-demand logistical reports to satisfy the command's needs.

(7) Coordinating, conducting, and monitoring SARSS-GW training within the command.

b. Functional managers consist of supply and resource managers.

(1) Supply managers are those personnel, identified by the command, who require access to the management reports and database tables.

(a) Supply managers at various activities have access to the SARSS-GW according to their need for information. Generally, they can access any report or table that contains data for their particular activity or major subordinate command (MSC). For example, a supply manager at a SARSS1 site should have access to that SARSS1's Availability Balance File (ABF), Transaction-Out Table, Transaction History Table,

Document History Table, the Army Master Data File (AMDF), and its Asset Visibility Report. In addition, the manager should have access to all SARSS-GW reports.

(b) Supply managers' access is limited to view only.

(2) Resource managers have access to the SARSS-GW in order to view and update the financial tables for their MSC and installation. They also have access to SARSS-GW financial reports.

3.2 Hardware and Software Requirements for Managers. The hardware and software requirements for SARSS-GW managers are not standardized. The minimum requirement is a computer that can enter the defense information service network (DISN) using a communication software package that accommodates asynchronous data transfer.

a. Managers are currently using an IBM-compatible personal computer (PC) with the Microsoft-Disk Operating System (MS-DOS) and a keyboard, modem, and printer.

b. As a minimum, system managers should have one MS-DOS-based PC with enough memory to run database management, spreadsheets, communication, and word processing programs.

3.3 Gaining Access to the DISN to Establish the SARSS-GW Interface. To establish the SARSS-GW interface, you must first gain access to the DISN and SARSS-GW.

a. Each SARSS-GW user must complete a SARSS-GW Security Request Form and submit it to the commander or a designated security officer for review and approval. Once approved, the form is forwarded to the information systems security officer (ISSO).

b. Normally, the ISSO handles all requests for SARSS-GW access. See appendix C for detailed instructions.

3.4 Using DISN Devices to Connect to the SARSS-GW. Managers may interface with the SARSS-GW using the Internet. Access to the Internet may be using a modem and a communications software package designed for that purpose or using a local area network (LAN).

3.5 Viewing and Updating Database Tables and Reports. The database tables and reports managers may access depend on the entries in the SARSS-GW Group

Information Table and the Access Table. Permissions vary for each table and each user depending on the group identification established by the system manager. See appendixes F and G for a detailed explanation of these tables and reports and how to use them.

3.6 Contingencies and Alternate Modes of Operation. SARSS-GW provides the capability to enhance current operations and is not a replacement system; therefore, let's view contingencies and alternate modes of operation from that perspective.

a. *System Failure*. If SARSS-GW is not available due to hardware, software, or communication problems for any length of time, the supported units should revert to normal standard Army management information system (STAMIS) processing procedures.

(1) Since users are already trained in current STAMIS procedures, this should not cause them any major problems.

(2) The only anticipated problem is an increase in the order ship time (OST), because of the loss of same-day processing.

(3) Once connection to the SARSS-GW is reestablished, system managers must ensure that the latest ABFs are uploaded. Once the ABFs are uploaded, system managers must notify the users to resume normal SARSS-GW operations.

b. *Assistance and Problem Reporting Pertaining to STAMIS, SARSS-GW, and System Managers*.

(1) STAMIS: Implementing SARSS-GW has no affect on any installation's established problem-reporting procedures. The Logistics Automation System Support Office (LASSO), Systems Support Office (SSO), and other offices established to support the installation will continue to assist the STAMIS users.

(2) SARSS-GW: The system manager assists when problems pertain to the interface between users and the SARSS-GW. If the problem is not related to the STAMIS or hardware, contact the system manager for help in resolving it.

(3) System managers: If a problem is identified as a SARSS-GW problem and the system manager cannot resolve it, follow these procedures:

(a) Contact the customer assistance office (CAO) at Fort Lee, VA, by calling direct switching network (DSN) 687-1051/1230 or commercial (804) 734-1051/1230.

(b) If an emergency exists and you cannot contact the help desk, contact the SARSS-GW work group at St. Louis, MO, at DSN 693-8859 or commercial (314) 263-8859.

3.7 Manager Communication Parameters. Designated supply and resource managers must access the SARSS-GW to view and print reports and to view and update selected tables. Communication between managers and the SARSS-GW may be done with a PC using a commercial communication software application.

a. The communication software application is a general-purpose program designed to provide easy, convenient access to a wide variety of telecommunication tasks. Most communication software applications require at least 130K of random-access memory (RAM), in addition to the operating system and any resident programs.

b. Any PC can access the SARSS-GW reports and database menus, as long as it can connect to the Internet using either a LAN or a modem. Any modem will work, but it should be Hayes-compatible.

3.7.1 Software Installation Instructions. See the reference manual that came with your communication software application for software installation instructions.

3.7.2 Terminal Emulation. The application software must be capable of emulating VT-100. Terminal emulation means using your PC to emulate the terminal at the SARSS-GW. After initializing the modem, the SARSS-GW Reports and Database Access Menu appears. You are in the terminal mode. Most SARSS-GW communication takes place in this mode. Functions are executed when the modem receives commands from the keyboard. What happens at the remote terminal depends on the terminal emulation selected when installing the software. Terminal emulation may be changed by selecting the setup option for the application.

3.7.3 Line Settings. Line settings include baud rate, number of data and stop bits, parity, and duplex. The application software and modem must be able to support at least 9600 baud, with 8 data bits, 1 stop bit, no parity, and full duplex.

3.7.4 SARSS-GW Access. Access to the SARSS-GW is through a LAN connect or terminal server over the DISN. The SARSS-GW system manager provides telephone numbers for use with modems and assists in setting up the LAN users.